

Support Level Agreement (SLA)

How valuable is your database to the smooth running of your day-to-day business? A support contract guarantees that we will make time available for you and prioritise your work over other work. We always schedule some time each week for support and emergency work.

Something as simple as a power cut will crash your PC's and could result in damaged files that may need recovering, or worse. Things don't always go to plan; problems occur with databases; changes are sometimes needed urgently; in-house developers go on holiday or don't have the advanced skills to implement the new feature required. The list goes on...

How Relevant is this Document?

The relevance of this document will depend upon the service or product for which support is being sought as shown in the following table:

Service or Product	Document Relevance
Non database support	Entire document is relevant. Only Level 4 is appropriate if on site support is required.
Custom solution consultancy and development	Entire document is relevant
Purchase of one of our products with customisation	This document may be relevant subject to the level of customisation (please call)
Purchase of one of our products without any customisation	This document is not relevant

Support Options

Productive IT offers four levels of support contract to provide peace of mind (descriptions of the column headings are provided on the following page).

Level	Telephone Support	Email Support	Max per Unit	Assist Staff / Users	Assist In house Tech Staff	Review DB / Interactive Support	Remote / On-site Support	Occasional Emergency Work	Weekday Support	Weekend Support	Cost per Unit
1	●	●	5 calls or 2 hrs pcm	●					●		£ 195
2	●	●	8 hrs pcm	●	●				●		£ 395
3	●	●	8 hrs pcm	●	●	●			●		£ 595
4	●	●	10 hrs pcm	●	●	●	●	●	●	●	£ 795

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ORDER

Please provide us with an SLA contract as follows:

Name:

Company:

Solution Name:

Date current support contract expires (if appropriate, call us if unsure):

Date new support contract to commence:

Support Level Required

Please enter the quantity of units per level per month to ensure your peace of mind (you can combine different levels if required):

Level	Cost per Unit	Unit	Qty Units per Month	Total
Level 1	£ 195	Max 5 calls or 2 hours		
Level 2	£ 395	Max 8 hours		
Level 3	£ 595	Max 8 hours		
Level 4	£ 795	Max 10 hours		
			Sub total:	
			VAT @ 17.5%:	
			Total:	

SLA support contracts are annual and are billed every six months in advance. Please return this form with full payment for the first six months.

Payment by (tick as appropriate):

Cheque

Credit Card

Card Type: (circle as appropriate):

Visa / Visa Delta / MasterCard / Switch / Solo

Card number:

Start date:

Expiry date:

Name on card:

Switch Issue number (Switch cards only):

Card registered address:

Today's date:

Authorised Name:

Authorised Signature: